LAET Case Management Review Project
Survey for Developers
By
Consultants Colleen M. Cotter and Julia Gordon

Legal Aid of East Tennessee, Inc. (LAET) has retained us to conduct a national review of case management systems. This review is made possible by a Technology Innovation Grant (TIG) from the Legal Services Corporation. The results of this review will be published nationally to help programs determine which case management system will best suit their needs and to illustrate ways in which case management systems can help programs achieve their program goals and mission.

This survey for developers is the first step in the review.[1] We would appreciate if you would answer these questions about your system and return the completed survey to us by August 25, 2003. Simply type the answers into this survey and send them via email to Cotter and Gordon. Our next step will be to view demonstrations of each CMS. Finally, we will interview CMS users at various legal services programs to learn how well the various systems are meeting their needs.

If you have any questions about this survey or the project please contact Colleen Cotter (812/322-5592, cmcotter@earthlink.net) or Julia Gordon (202/669-0424, julia@juliagordon.net).

❖ **Overall CMS information:**

1) Please provide your company name, mailing address, phone, web site address, and additional office addresses.
   a) Draper Systems Inc.
      2340 Hunter Road Kelowna BC V1X 6C1
      p:250-862-5758
      p:888-769-6185
      f:250-979-7605
      www.drapersystems.com/cass

2) What is the name of the case management system, what versions are available, and what was their release date?
   a) CASS (Client Advocacy Support System)
   b) Version 1.2.66 – September 10, 2003

3) Please provide the name, phone, and e-mail address of the person filling out this form, along with the same information for a contact person if that is a different person.
   a) Andrew Draper
      250-862-5746 x21
      adraper@drapersystems.com

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[1] Many of these questions were developed by Kathy Daniels, Statewide Legal Services of Connecticut and Michael Alexander of Southeastern Massachusetts Legal Assistance Corporation.

4) When was your company founded, by whom, and what is the founder(s)'s professional background?
   a) 1996, Andrew Draper
   b) Draper Systems is an extension to my career in systems development for government and operation management.

5) Please list full-time (or FTE) employees, including job title, years of related professional experience, and years of experience with your company.

Name	Title	Years Exp.	Start Year
Andrew Draper	President	14	1996
Technical Services			
Terry Lum	Database Developer / Administrator	15	1999
Stefanie Benke	Systems Analyst / QA	15	1999
Ken Gnazdowsky	Project Manager	15	2001
Jason Schmidt	Application Developer	4	2001
Michael Cooper	Application Developer	2	2002
Andrew Phare	Application Developer	2	2002
Sales & Implementation			
John Adam	Technical Sales Support & Implementation Specialist	25	2002
Lars Glimhagen	Financial Systems Implementation	20	Contract Resource
Kris Warren	Inside Sales	5	2002
Murray Holmes	Outside Sales	20	Contract Resource
Administration			
Christy Graham	Office Manager	20	1998

6) Is the company private or public? If it is public, please provide the stock symbol and percent of staff ownership.
   a) Private

7) Please tell us the date of your last audit, the net worth of the company as of the last audit, and the company's gross revenue for each of last five years.

8) Please list the number of current account / installations; total current number of seats installed; current number of legal services accounts; current number of legal services seats installed; and names of legal services programs with current accounts.

   a) Installations
      i) Columbia Legal Services – 120 Users
      ii) Northwest Justice Project – 80 Users
      iii) Oregon Advocacy Center – 15 Users

9) Have any complaints against the company resulted in litigation? If yes, please provide the date, state, and court for all such complaints.

a) No

10) Please list any reviews or case studies of your product, including information on how to obtain those documents.

- **Costs and Support:**

11) What is the software purchase price? Include whether it is priced per user, per advocate, or per office and whether multi-office, legal services or statewide discounts are available. What are the renewal costs? Upgrade costs (how often)? User or license limitations? Any minimum purchase requirements?
   a) Pricing is per user with statewide discounts available.
      1-4 users $495.00 ea
      5-9 users $445.00 ea
      10+ users $395.00 ea
   b) There are no annual fees or renewal costs.

12) Describe the name and function of any additional modules and costs.

   a) MIPS – Interface
      i) Enables users to extract data for import into MIPS accounting system. Cost varies depending on required data extract.

13) Are other versions or major upgrades of the system expected in the near future? Please explain improvements and innovations and the anticipated completion date(s).

   a) XML – The next release of CASS will include LSC standard XML import and export functionality plus optional integration with eClear (a referral clearing house for cases).
   b) Web Version 1.0 – CASS will be release next year (Q2) as a web version on a monthly subscription basis ($15 - $20) per user per month with no minimum user count.

14) Please explain the technical and customer support you provide. Include telephone number, hours available, number of support people, and average and maximum response times. Do you guarantee a timely response to requests for support? May users access support directly, or must they go through a technical person?

   a) Technical support is available M-F 8:00AM – 5:00PM (PST)
      888-769-6185 – six people

15) How do you charge for the support described above? Include a description of any free support available and any per incident charges.
   a) Support is charged on a per incident basis.

16) What types of basic and advanced training are available (number of hours, at program or other location, training for all staff or designated staff, who are the trainers)? What is the cost of these trainings?
   a) Training sessions are held on site or through a web based training session. Cost for these sessions is $1000 per day plus travel costs if required.

17) Are there any user groups or listservs for your product? If so, please list.

18) Please indicate availability of and additional charges for the following: installation; data conversion; custom reports; custom programming; and user manuals.

   a) Additional costs include data conversion and any specialty reports that a program may require. These options are priced on a hourly rate from $65.00 to $85.00.

19) What type and amount of program staff time and support are recommended for deployment of the CMS? For maintenance?
   a) Program staff time is variable based on the number of seats and existing systems (i.e. processes, software etc.) at each installation with a minimum of 45 hours required to create the base code table values.
   b) Maintenance time is limited to a daily back-up that requires the use to monitor backup media.

20) What level of staff technology sophistication is desirable to use the CMS?
   a) Technical issue are general limited to operating concerns with an individual PC. All server maintenance and system repairs are handled through remote connectivity to the server.

♦ **Hardware and Software:**

Please describe the following:

21) Operating system(s) required for file server and workstation.
   a) Microsoft SQL Server

Hardware	Minimum requirements
Operating System	Microsoft Windows NT Server 4.0, Windows 2000 Server, Microsoft Windows NT Server Enterprise Edition, Windows 2000 Advanced Server, and Windows 2000 Data Center Server.

   b) Workstation
   CASS operates of Win98 and greater.

22) Additional server software and licensing required (please indicate cost).
   a) SQL Server (Not-for-profit pricing) $400.00
   b) SQL Per User License (Not-for-profit pricing) $70.00

23) File Server Hardware: Minimum required and recommended; Cost estimate, assuming a basic install with a fresh database, and any cost info on legacy database conversion.

a) Microsoft SQL Server

Hardware	Minimum requirements
Computer	Intel® or compatible Pentium 166 MHz or higher.
Memory (RAM)	Standard Edition: 64 MB minimum 1GB Recommended
Hard disk space	SQL Server database components: 95 to 270 MB, 250 MB typical CASS Database: 100MB – 500MB (varies depending on the number of case records)
Monitor	VGA or higher resolution 800x600 or higher resolution required for the SQL Server graphical tools
Pointing device	Microsoft Mouse or compatible
CD-ROM drive	Required

b)

24) Workstation Hardware: Minimum required and recommended; Cost estimate.
   a) CASS operates within standard windows hardware requirements and requires 50MB of disk space with a recommend 128 – 256 RAM depending on version of MS-Windows.

25) Multi-location requirements.
   a) Wide Area Network

26) Any record or size limitations.

♦ **Customization:**

27) What elements of the CMS are customizable? Is customization required?
   a) CASS code tables are user customizable but no further customization is required.

28) Is the underlying code for the CMS proprietary? Can persons other than the developer make changes to the CMS?
   a) The CASS code is owned by Draper Systems and licencing arrangements can be made to enable end users to customize code. However, Draper will not support applications that have been edited by third party developers.

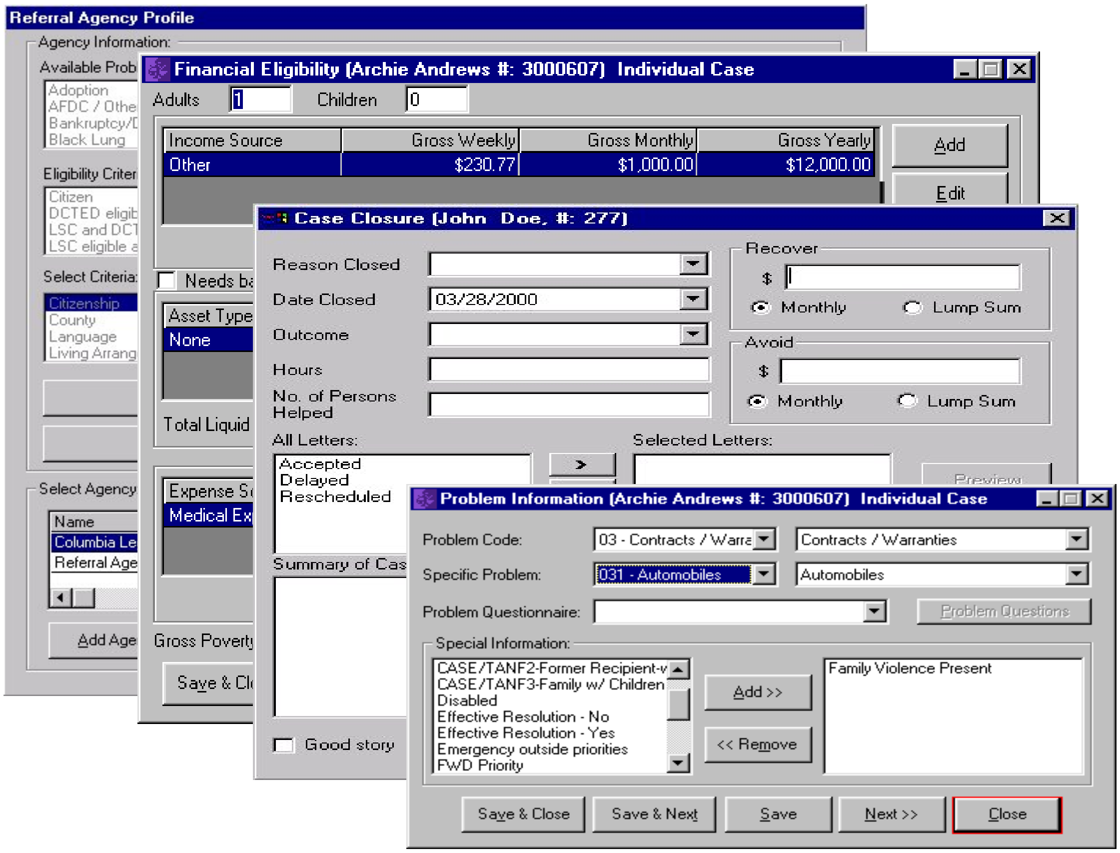
29) Are you willing to develop individualized programming or modifications to meet individual program needs? Explain and estimate cost.
   a) Draper Systems will complete customized modification as requested by the program. Cost for customization depends on the changes / enhancements that are requested. Our hourly rates range from $65.00-$125.00 per hour.

❖ **General Features of the CMS:**

In answering the remaining questions, please try to address as many of the following questions as applicable.

Centralized Intake & Referral

CASS is structured to maximize statewide intake and brief service programs. Its’ multi-user functionality allows for program wide conflict resolution, integration with associated referral agencies, publication distribution management, automated time tracking and financial eligibility rule processing.



Fgure 1 - CASS Intake Screens

Desktop Case Management

Each Attorney/Advocate is supported by a desktop case management system that enables them to effectively service an extensive caseload, expanding the organization service delivery capacity. CASS provides an array of tools that are designed to optimize the users time: Appointment and Task scheduling, Case note and documents management/assembly, Time tracking, and case level contact / client information management.

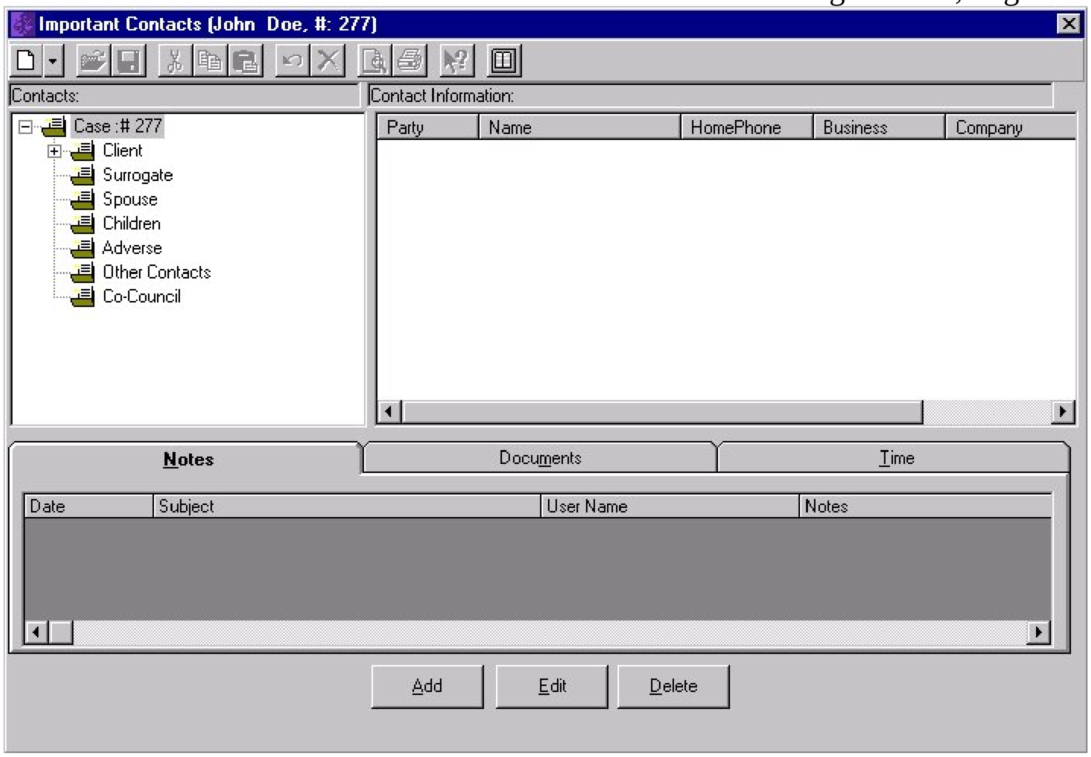


Figure 2 - CASS Desktop Case Management

Standardized and Ad Hoc Reporting

CASS offers a variety of standardized reports that assist programs in understanding operation activities, in addition, the Ad hoc feature will assist users in extracting specialized data from the database into Excel, Access and other windows applications.

Figure 3 - Standardized & Ad Hoc Reporting

30) Does the system have a time keeping component (for cases/matters/activities)?

If yes, describe:

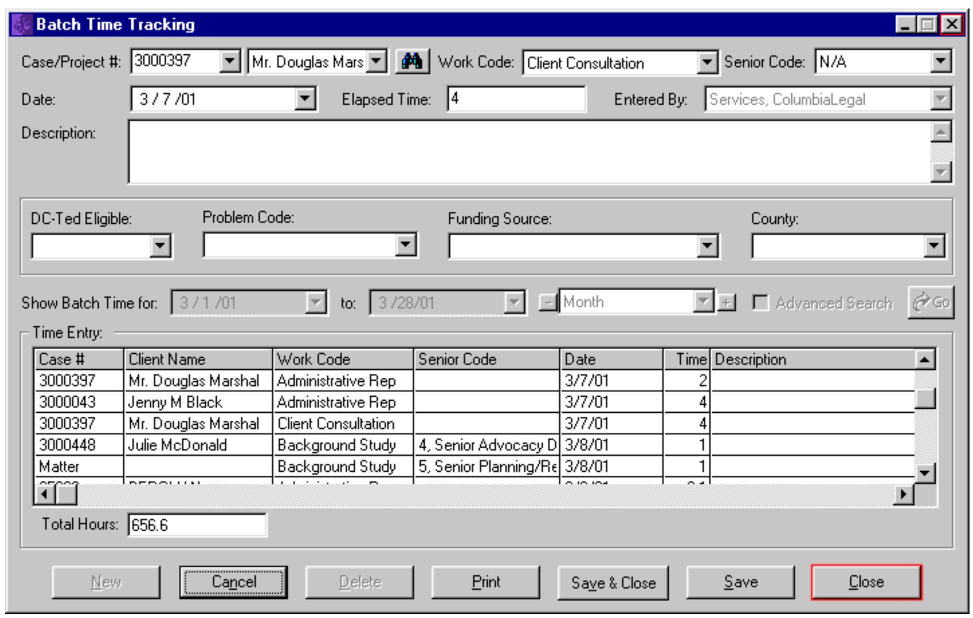
Time keeping is managed through the case timer, case time screen or batch time entry.

Timer
The timer button controls the case timer. To activate the timer the user clicks the button and the timer begins to accumulate time. To stop the timer click the timer button again and the user is promoted to record case activities completed.

Case Time Screen
Through the Case Information screen users can add time directly to a case. The customizable work code list provided standardized time entry coding to simplify reporting.

All time entered for the case is displayed under the time tab including time entered through the batch time entry screen or with the case timer. Time listed on a case is editable only by the author or system administrator. Once time has been "Billed" the individual time record cannot be modified by the author.

Batch Time Entry
Batch entry is used to add multiple time records to cases worked over a period of time. Users can select the case they work from the drop down list and enter notes and a work code for the activity.



31) Does the system have a calendar and tickler system (including work group scheduling, date calculator, rules-based calendaring)?

If yes, describe:

The calendaring and tasking features function similarly to most PIM software packages and allow users to record time and tasks for themselves or other (depending in the security privileges defined). Events can be associated to a specific case or project and users can view the events for themselves or others if enabled by the system administrator.

32) Can data on the system, including calendar and contacts, be transferred to and/or synchronized with a PDA? No

If yes, describe:

33) Does the system have its own document assembly capacity?

If yes, describe:

Documents can be created using Microsoft Word templates to assemble documents based on content in the case.

34) Does the system have a contact management function?

If yes, describe:

35) Does the system have a document management function?

If yes, describe:

An infinite number of documents can be associated and referenced to a specific case regardless of the document type.

36) Does the system enable users to create custom reports and conduct customized searches based on large number of variables (i.e. case status, closed cases, time, rejected cases, office, advocate, funding source, adverse party, or outcome)?

If yes, describe:

37) Does the system include any pre-formatted reports, including LSC reports?

If yes, describe:

CASS has a wide range of stock reports (see list below). Each report can be filtered in multiple ways and either printed or exported to excel or other file formats.

Report List

Admin Time Report	Billing Summary by Senior Code Report
Admin Time Report – County	Case Report
Admin Time Report – Funding Source	Statistical Case Service Report
Admin Time Report – Funding Source by County	Closed Case Listing

Admin Time Report – Legal Problem Code	Intake Sheets
Admin Time Report – Restricted Activities	Open Case Listing (Cases open as of a specific date)
Admin Time Report – Restricted Activities by Case #	Open Case Listing (Cases opened during a range of time)
Admin Time Report – Senior Code	Publications
Admin Time Report – Work Code	Referral Agency Profile
Admin Time Report – Zip Code	Statistical Report
Age Ethnicity	Time Recorded
Billing Report	Traffic Report
Billing Summary by County Report	

- **General Usage Attributes**

38) Does the system enable users to attach or scan in, maintain, and search full text of documents (including email)?

If yes, describe:

The document management feature enables user to attach any format. If the item is stored on the users network or PC it can be referenced by CASS.

39) Does the system enable users to track the date of each entry and the identity of the person making it? Is this also true for modifications of data already entered? No

If yes, describe:

40) Does the system enable users to interface with other non-CMS software, such as report writers, word processing and email?

If yes, describe:

41) Does the system enable users to access records remotely (i.e., over a web browser)? If yes, please describe security measures. No

If yes, describe:

42) Does the system enable users to access multiple records at one time?

If yes, describe:

CASS will allow users to open and infinite number of cases simultaneously, and is only constrained by the PC's resources.

43) Does the system create one record for each client and/or project, with multiple cases or matters attached?

If yes, describe:

Each case or project has a unique client record. Related cases or projects can be linked to build a relationship between similar cases or clients.

44) Is there a limit on the number of modules that can be run simultaneously?

If yes, describe:

45) Is there a limit on the number of simultaneous users? No

If yes, describe:

46) Does the system allow programs to control user access?

If yes, describe:

CASS has an administration feature that allows system users to enable or disable users and restrict the features they can access.

47) Does the system enable users to code for large numbers of variables, including staff, volunteers, funding, outcomes, etc.?

If yes, describe:

48) Does the system have methods to prevent mistakes in entry and/or does it require certain types of data to be entered?

If yes, describe:

CASS is designed to minimize data entry errors by controlling the data type entered into each field and by managing required fields.

- **Management and Support of Cases/Matters/Activities**

49) Does the system determine eligibility based on different variables, including:
a) Income
b) Age
c) Geographic location
d) Citizenship status

If yes for any, describe:

Eligibility it calculated based on

1) Citizenship
2) Income (includes tracking Expenses and Assets)
3) LPC
4) Age

50) Does the system flag exceptions for eligibility that require further consideration?

If yes, describe:

Clients can be deemed potentially eligible and require the user to select override reasons before eligibility is determined.

51) Does the system link eligibility rules with various organizational, office or project eligibility rules to allow for easy referral or assignment to appropriate location or organization?

If yes, describe:

Referral Agencies are classified through a broad range of features that are used to determine a cases' best agency match.

1) Citizenship
2) LPC
3) County
4) Language
5) Race
6) Gender
7) Marital Status

52) Does the system enable users to track the status of an application, case, or matter (i.e. intake, call-back, status of active case, advocate assigned)?

If yes, describe:

Case Categories is a user definable list of groups that can be used to electronically file a case for future reference. These groups can be used in reporting to create specialized list.

53) Does the system enable users to check for conflicts and repetition (including applicant, opposing party, tribunal)?

If yes, describe:

A conflict search checks for a match using the following
1) Client Name
2) Alias
3) Spouse
4) Adverse Party

54) Does the system enable users to create questions to ask applicants based on type of case, location and other factors?

If yes, describe:

Case questionnaires can be created and when completed are stored as case notes. The correct questionnaire is determined based on the Specific Problem Code selected in the case.

55) Does the system enable users to develop and use checklists for various types of cases, matters, or activities?

If yes, describe:

A check list is used when closing a case to and is user definable. The results are stored in the case notes for future reference.

56) Does the system enable users to develop form pleadings and other documents to automatically link to cases or projects based on type of case, location, opposing party or other factors? No

If yes, describe:

57) Does the system include management tools for volunteers, pro bono attorneys?

If yes, describe:

The Referral Agency feature can be used to manage agencies, volunteers or pro bono attorneys.

58) Are there any special tools within the CMS specifically designed for the work done by legal services, such as documents relating to SSI, TANF, etc. or GIS mapping capability?

If yes, describe:

CASS has been configured to work with TANF & SSI.

59) Does the system enable users to create and send reports or messages automatically upon the occurrence of a designated event or at a designated time? No.

If yes, describe:

60) Does the system have any other litigation support tools not addressed previously in this questionnaire?

If yes, describe:

61) Does the CMS offer other tools specifically for hotlines?

If yes, describe:

CASS has a callback module that can be used to mange the C/B process along with reports specifically designed to report Hotline activities.

62) Does the CMS offer tools specifically for pro bono programs?

If yes, describe:

63) Does the CMS allow cases to be reassigned easily upon the departure of an attorney?

If yes, describe:

Users with the appropriate security privileges, can reassign a case to another attorney.

64) Does the CMS offer other supervision tools not addressed elsewhere in this questionnaire?

If yes, describe:

❖ **Office Management/Administration/Resource Development**

65) Does the system integrate accounting and grant information with time and case/matter/activity data?

If yes, describe:

Yes, see information noted under additional modules.

66) Does the system enable users to designate fund rules to assign cases and matters accordingly?

If yes, describe:

67) Does the system maintain project/grant information?

If yes, describe:

Projects can be created similar to cases that enable users to manage time, documents and notes.

68) Does the system enable user to maintain donor information?

If yes, describe:

69) Are there additional functions of the CMS for things that were not discussed above?

If yes, describe:

70) Please provide any additional information about your CMS that you would like us to have.